

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children & Families		9. Position Number		10. Budget Program Number 23311	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Assistant		
3. Division Colby Regional Service Center			12. Proposed Class Title		
4. Section Administration			13. Allocation		
5. Unit Resource and Referral			14 (a). Effective Date		14 (b). FLA Code
6. Location (address where employee works) City Colby County TH			15. By Approved		
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp % 100%			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- This position is part of a service delivery team, responsible to provide quality customer service while performing a variety of tasks. Tasks include gathering and disseminating agency and program information to customers, gathering customer information, and making appropriate referrals to appropriate program team within the agency and/or to community resources. The incumbent will also accept, record and refer allegations of adult and child abuse/neglect to a screening worker, set up case files, manage data systems within a variety of programs and agency guidelines including Economic & Employment Services, Voc Rehab Services, and Child Support Enforcement. Meet all agency time lines and assist professional staff in providing services to help individuals reach their goals for self sufficiency.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Desiree' Simon	Title: CFS Supervisor	Position Number: K0162735
Who evaluates the work of an incumbent in this position?		
Name: Desiree' Simon	Title: CFS Supervisor	Position Number: K0162735

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- The incumbent works under general supervision, receiving some instructions specific to the case, but will have a basic working knowledge of the program for which clients apply. Some specific instructions will and may be given, however, the incumbent may establish and develop work practices, methods and procedures which enhance the goal of understandable communication with clients. Specific rules and standards are well established for case management and documentation. The employee will be required to function independently to meet numerous deadlines. Organizational and analytical skills are required. Instructions, assistance, goals, consultations and objectives will be provided by the supervisor. The work completion and final outcome will be monitored for accuracy and timeliness according to manuals, clarifications, Federal and State regulations and State or Area procedures. Training will be provided to assist the employee in learning policy and procedure. Unit meetings, conferences, and reports will be used to provide and evaluate goals, results and performance.
- d) Which statement best describes the result of error in action or decision of this employee.
- () Minimal property damage, minor injury, minor disruption of the work flow.
 - (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - () Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties :)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M	
			<p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.</p>
1.	50%	E	<p><u>Child / Adult Protective Service Responsibilities</u></p> <ul style="list-style-type: none"> Engages and interviews customers to obtain adequate, relevant and required information to appropriately identify which agency services customer wishes to access. Provides applications and information about agency services to customers seeking assistance. Sets up and maintain paper and electronic files for cases. Thoroughly researches computer systems such as KAECSSES, KS Cares, FACTS, KAECSSES CSE, and KMIS to determine if customer has had prior involvement with agency and completes all required documentation to open, review, update, transfer and close cases in all systems according to program/policy requirements. Receives reports of child & adult abuse and neglect both in person and on the phone. Types it onto forms, enters into appropriate data systems and electronically refers it to screener. Gathers, assesses, and verifies information obtained from customer and other sources and then requests additional information from customers if needed. Answer inquiries from customers based on information found in the computer system and the paper file. Identifies available agency and community resources to meet individual consumer needs through continued contact with the resources and Resource facilitator. Directs/refers customers to available resources according to regulatory and policy requirements. Assists professional staff in tracking client activity , logs contacts and information in customer files
2.	35%	E	<p><u>Rehabilitation Service Responsibilities</u></p> <ul style="list-style-type: none"> Enters Service Authorizations for approved goods and services on computer which is connected directly to (KMIS). Enters Imprest Fund Authorizations addressing client emergencies, and service authorizations for client equipment. All Service Authorizations must be finalized by a Counselor and hard copy sent to vendor or medical provider for signature and necessary information, then returned for payment processing according to agency policy. Enters Client information into KMIS, including applications, Eligibilities and Individual Plans for Employment. Contact with Central Office is sometimes required to learn status of payment. Maintains a tickler system to monitor receipt of requested information. Determines proper procedure codes for medical services so correct Medicaid rates will be paid. Responsible for tasks related to State fiscal closing such as, clearing financial obligations obtaining bills from vendors, and cancellation of authorization. Information regarding customer status or fiscal proceedings is obtained for Counselors when needed. Screens calls, visitors, and responds to routine inquiries. Schedules appointments for Counselor. Provides clarification when needed of fiscal procedures and policies to customers, vendors, medical providers, personnel representing other public or private agencies, or public officials. Contacts medical providers, vendors, and community service providers to schedule required applicant/ customer appointments for diagnostic procedures/evaluations, restorative treatment, competitive bidding on durable equipment per established regulations. Monitors inventory of required forms, updates manuals assigned to this position. Maintains and files appropriately all reports, narratives, letters, and other documents related to this position. Organizes and monitors retention of records as per instructions received from policy manuals and Regional instruction. Destroys obsolete material using SRS record maintenance guidelines This process will eliminate excessive storage of outdated material Collects, opens, date stamps, sorts, and distributes all incoming mail on a timely basis. Prepares outgoing mail per general office procedure. Applies postage and sorts for final delivery to the Post Office or other ground delivery services. Sets up and maintains file folders for all RS clients, following RS policy manual.
3.	10%	E	<p><u>Reception/Information Responsibilities</u></p> <ul style="list-style-type: none"> Greets agency customers or answers phone in a friendly, courteous, and professional manner so that a good working relationship begins at the point of contact for the customer. Answers a multiple line phone promptly and courteously. Solicits the needed information for referral to the appropriate staff or records concisely in message form, the information received. These actions are necessary for good communication and proper action in regard to case management. Assesses the customer's needs by listening to and questioning the customer to determine the appropriate program(s) to which the customer may need to be referred. Gathers the appropriate program applications, forms, and informational brochures to give to the customer for completion and review in the application process. Explains to the customer the respective eligibility requirements for program(s) the customer may be applying for to assist the customer in determining their needs and requirements for eligibility or review. This will require a general knowledge of all agency programs. Solicits from, copies, and returns to the customer in an efficient and professional manner necessary documents used for determining eligibility in the application or review process. Forwards all copies to the assigned Case Manager. Ensure walk-in appointments are scheduled as necessary for customers by utilizing general office procedures. Determines the level of appropriateness for handling customer questions, problems, or complaints for the unit by using good judgment and handling each situation with expediency. Refers customers to the appropriate staff.

4. 5% M

- Other duties as assigned by Direct Supervisor, Program Supervisor, West Region Leadership Team member, or Regional Director.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Position/KIPPS Number

- Normal office risks and discomforts, which are minimal.
- Constant and continual contact with customers (public) often people in crisis, or families in unfavorable circumstances. Customers may be or become hostile, irritated, unhappy or belligerent as a normal circumstance from time to time.
- The normal risk of traveling on Kansas highways would occur on occasions where travel is required.
- The work environment involves normal everyday hazards or discomforts typical of offices, meeting and training rooms.

26. List machines or equipment currently used to complete the tasks or production standards for this position. Indicate the frequency they are used.

- Personal computer (daily) with state access for state data systems, internet and e-mail, copier (daily), fax machine (daily), telephone (daily), general office equipment, as well as a state car while using agency security policy.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

- High School diploma or equivalent

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

- Valid Kansas Driver's License.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

- Reception experience in a professional setting
- Ability to support staff with good communication skills, precise language skills, accurate grammar skills, and developed tracking methods.
- Work experience in direct customer service.
- Routine work experience in office support/clerical work including basic computer skill and software application skills.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

- A confidentiality policy is required to be followed. This position is responsible to understand agency and site procedures in emergency situations such as fire, flood, tornado and hostile threat. Disaster plan in place that would be used is established for the West Region SRS Area with specific site procedures.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date